

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU – QUALITY IMPROVEMENT DIVISION**

FREQUENTLY ASKED QUESTIONS (FAQS) FOR FALL 2016 MHSIP SURVEYS

WHO IS INCLUDED?

1. Are all LACDMH consumers included in the MHSIP Survey?

Consumers that receive face-to-face services in an outpatient clinic setting from the randomly selected providers are included in the administration of the MHSIP survey. Short/Doyle Medi-Cal Providers that are not randomly selected may choose to participate as well.

2. Are FSP and FCCS consumers included in the MHSIP Survey?

Yes. Consumers enrolled in FSP and FCCS programs that participate in face-to-face services, in an outpatient clinic and the week of the survey, are included in the MHSIP survey. FSP and FCCS program services that are provided in the field are not included.

3. Who completes the Youth Services Survey – Family (YSS-F) Form?

A family member/caregiver of a consumer age 0-17 years can complete the YSS-F. A staff member or individual that is temporarily caring for the consumer (group home, a babysitter, etc.) should **not** complete the survey on the behalf of a consumer or a child.

4. Can a Foster Parent complete the survey?

Yes. A Foster Parent can complete the YSS-F on behalf of a consumer between 0 and 17 years old.

5. Can one survey be completed by a parent who brings more than one child in for services?

Yes. A family member should complete only one survey (YSS-F) per family. If the consumer is between 13 to 17 years old, he/she may also complete a YSS survey.

6. Our services are 100% field-based. Should we still administer the survey?

No. Please notify your SA QIC Chair if your program is 100% field-based and has been selected to participate in the MHSIP survey.

7. If a client was opened recently (within the last couple weeks), should we include them in the survey?

No.

8. **If a consumer receives multiple services, should he/she complete a survey for each service received?**

No. A consumer should complete only one survey per agency/clinic regardless of the number and types of services that they are receiving.

9. **Can clients who receive services from a Wellness Center clinician be included in the survey?**

Yes.

HOW ARE THE SURVEYS COMPLETED?

10. **When do I complete a “Reason” code?**

If a consumer/caregiver refuses or cannot complete the survey, please indicate such in the “Reason” section. The choices are as follows: “Refused” (Ref); “Impairment” (Imp); “Language not available” (Lan); and “Other Reason” (Oth). **Please also include the date and SA Provider Number. Demographic information is not needed.**

11. **Can there be more than one response for the reason a survey is not completed?**

Yes, there may be multiple responses for why the survey was not completed.

12. **Which survey should a TAY consumer (16-25 years of age) complete?**

If the consumer is 18 years old or older, they should complete the Adult Survey. Consumers between the ages of 13 -17 years old should complete the YSS (Youth Services Survey).

13. **Can I photocopy the survey?**

No. Please **DO NOT PHOTOCOPY** forms. Photocopies cannot be scanned into the data system. **Double-sided print is allowed.**

14. **Can I print page 4 of the survey for those who refuse to complete?**

Yes.

15. **Can staff assist clients with completing the survey?**

Yes, as long as the staff member is not their clinician or anyone providing direct services to them.

16. **Should the Assurance of Confidentiality Statement be given to each consumer?**

No. An individual print-out to each consumer is not necessary when a copy of the statement is printed and enclosed in a documentation cover where consumers are able to review it.

17. Should we administer surveys to our Out of County clients?

Yes. If the consumer has an LA County IS number they should be granted the opportunity to complete a survey.

18. How many surveys should we administer when a client is receiving multiple services in one week and/or with multiple agencies?

Consumers should complete **one survey per agency/provider**. For example, if the consumer has a psychotherapy appointment on Monday and a medication support appointment the following Wednesday, he/or she should only complete one survey. If the consumer receives additional services with a separate provider, he/she should complete a separate survey with the second provider.

WHEN & WHERE ARE SURVEYS THE RETURNED?

19. What are the timelines for returning the completed surveys?

Each SA QIC Chair has set their own deadline for when they want the surveys and tally sheets back from providers. Please check with your SA QIC Chair.

20. Where should the Service Area Liaison return the completed surveys?

Service Area Liaisons should return completed surveys to the Quality Improvement Division, Program Support Bureau, LA County Department of Mental Health at 695 S. Vermont Ave. Suite 500, Los Angeles, CA 90005 no later than **Friday, December 2, 2016**.

THE RESULTS

21. Will survey results be made available for providers?

Yes. Survey data will be grouped by Legal Entity and Provider Number and made available to the SA Liaisons.